

Position Number 309798
IS Enterprise Systems Development Services Specialist (BA)

Position Summary

Under the general supervision of the Financial Solutions Supervisor, in the Division of Enterprise Technology (DET), this advanced level position performs business process analysis and information systems design for new application development, and is responsible for providing services that enable customers to apply technology to meet their business requirements (including mobile, CRM, web based and/or vendor COTS solutions). This position will develop standards and strategies for business analysis and for IT system integration between multiple system and data platforms. These responsibilities require well developed business analysis, relationship building, communications, problem solving and organizational skills and participate in the full lifecycle of applications development for DOA and partner agency customers.

This position will coordinate project management, business requirements development, application design, building state of the art applications, tracking emerging technologies, and researching new products. Strong communication skills are a must. This position will act as a facilitator, system designer, planner and problem solver in order to meet agency strategic objectives. Working with customers, this position will define project scope, prepare cost/benefit analysis for management review, present and negotiate application solutions with customers and management, and coordinate and lead solution implementations.

Key responsibilities:

- Participate in short- and long-term strategic automation planning for customer agencies.
- Act as a facilitator, planner, and problem solver to meet agency strategic objectives.
- Perform business analysis and reengineering activities for both existing business functions/applications and new IT modernization and business process improvement initiatives proposed by section customers.
- Define goals, vision and scope for development projects.
- Manage development project backlogs.
- Coordinate business requirements development and application design to build state of the art applications.

The position requires advanced working knowledge of business analysis techniques and practices, as well as a working knowledge of agile software development methodologies, such as Scrum. The position also utilizes excellent communication and consensus building skills, and the ability to work effectively within a team development environment. The ability to consistently provide an excellent customer experience is also a requirement.

The position will work with applications for customer agencies that may have statewide impact, cross organizational boundaries and involve multi-platform environments and tools.

GOALS AND WORKER ACTIVITIES

- 40% A. Perform advanced level business analysis and administrative activities for both existing business functions/applications and new IT modernization and business process improvement initiatives proposed by section customers.**
1. User surveys, interviews, site visits and other communication methods with key customer staff and management to study and document policies, procedures,

methods and business process workflow and gain insight into the structure, purpose and use of the current systems.

2. Work with customers to conduct feasibility and cost-benefit analysis studies and prepare business case reports that make recommendations for technology solutions consistent with business program objectives and IT Strategic Plans.
3. Conduct/facilitate formal business requirements elicitation and business process mapping/reengineering activities with business customers and management and use standard business analysis artifacts like requirements documents, process maps, and use cases to document new system requirements and needs.
4. Confirm analysis findings and needs with customer staff and management and gain consensus on scope and objectives for IT development.
5. Present analysis findings to the IT development team for use in systems development activities, providing translation and context to ensure that both the requirements information and direction is understood.
6. Perform detailed system design specification reviews with the development team to assure the integrity and accuracy of the specifications and provide traceability back to original business requirements.
7. Organize and facilitate meetings and prepare agendas, reports or minutes of decisions or agreements made at such meetings, providing regular feedback to customers and DET management.
8. Oversee and coordinate the completing of business area tasks, including conversion activities to ensure successful implementation of systems.
9. Develop customer manuals, handbooks, user guides and other materials for new or changed IT systems and related business processes and participate in training/mentoring/coaching for customers and peers in the operation of new systems or processes.

30% B. Perform project management and administrative activities for business applications and teams

1. Follow established department standards and guidelines to develop the range of documents needed to manage a project, including estimates, statements of work, project charters and plans, work breakdown structures and implementation schedules for project requests from customers.
2. Manage the project activities of development staff and oversee the participation and contributions of business customers in the project process.
3. Provide information and insight to assist with the project prioritization process for new IT requests.
4. Provide oral and written project status reports to DET and customer management.
5. Provide expert analysis, backup and support to peers involved in development, modification and operations of systems.

- 20% C. Develop state-of-the-art, dynamic, application solutions.**
1. Perform specialist-level information systems work on large, complex web-based, mobile, and/or vendor COTS systems.
 2. Perform IT systems analysis and design functions and advanced system testing tasks, working individually or in a team environment.
 3. Propose detailed design solutions that define application functionality, data requirements, business rules and application flow.
 4. Develop test standards, plans, acceptance criteria and methods for verifying system completeness, accuracy and adherence to overall project objectives. Participate in quality assurance and user acceptance testing activities
- 10% D. Provide IT client services and support.**
1. Work with business customer management to identify and keep up with changing business needs, including the appropriate and effective use of IT to improve service delivery and how technology plans can be shaped to address new business demands.

KNOWLEDGE AND SKILLS

1. Strong analysis skills grounded in technology and business planning and management.
2. Significant experience gathering business requirements.
3. Experience with business analysis techniques and industry standard artifacts.
4. Strong ability to convert business requirements to technology system requirements.
5. Experience with agile software development methodologies, such as Scrum.
6. Strong inter-personal skills including the ability to work independently with peers, business and IS managers and staff in federal, state and local agencies.
7. Strong oral and written communication skills including the ability to communicate business and technical concepts and information effectively to a wide range of audiences.
8. Strong troubleshooting skills and passion solving challenging problems.
9. Proven ability to form effective working relationships and participate as part of a collaborative team effort.
10. Ability to learn quickly; synthesize complex information; identify key points and communicate results accurately and effectively.
11. Conceptual understanding of web applications and relational database architectures.
12. Knowledge of various mobile technologies.
13. Proven ability to develop testing strategies.
14. Significant experience with multi-platform environments.